

IT Management Structure

NASA Headquarters (HQ) has centralized the acquisition, delivery and management of all information technology (IT) services under the HQ Information Technology and Communications Division (Code CI) which reports to the Office of Headquarters Operations. With sole management responsibility for the HQ IT environment, Code CI performs the Headquarters Chief Information Officer function and provides leadership, policy, procedures and management related to the budget, assessment, use, implementation, acquisition, and planning for the application of Headquarters IT. Code CI provides the full-range of IT support services for Headquarters programmatic, institutional, and administrative functions through the Headquarters Information Resources & Management Support Contract (IR&MSC), NASW-4962, which was awarded to Boeing Information Services in November 1994.

Under the direction of Code CI, the IR&MS contractor performs tasks which include computer center operations; communications systems operations and services; system engineering assessments, design & integration; complete lifecycle application software services; telephone and voice messaging support; IT maintenance; IT relocations; IT security; direct end-user support; capacity planning and configuration management; and a full complement of Internet services.

Given the state of today's technology, the successful provision of IT services requires the integration of desktop hardware and software, local area networks, server and host computers, interfaces to the Internet and wide area network services, Commercial Off-the-Shelf (COTS) and custom application software, help desk support, training, and numerous other products and services. All of these elements must work together to meet user requirements. The centralized approach at HQ enables this integration by placing in one organization (Code CI) using one support contractor (the IR&MS contractor) sole responsibility for IT services. This includes strong cross-functional teams that share information in a timely fashion, work together closely to resolve problems, follow the same set of priorities in planning and executing work, and avoid duplication by working towards common solutions. As a result, "lessons learned" and scalable solutions are routinely applied across HQ. HQ has found that this approach is critical to the cost-effective provision of services.

Customer involvement is a critical success factor in HQ consolidated IT operating environment. Code CI receives input from two customer groups to ensure that major IT decisions and service priorities support the overall Headquarters and individual office mission requirements. The groups established for this purpose are the Automated Data Processing/Telecommunications (ADP/T) Board of Directors and the ADP/T Customer Advisory Committee (CAC).

- The Board of Directors, which is comprised of the Associate Administrator or Deputy Associate Administrator from each Headquarters Code, provides strategic and executive guidance to Code CI in its role of meeting the ADP/T requirements of all Headquarters program and staff offices. The Board also approves program office funding for major new IT initiatives at HQ as well as the chargeback algorithm for service delivery which is renewed each year.
- The CAC is a working-level group comprised of the ADP/T Points-of-Contact for each HQ Code. The CAC provides customer representatives the opportunity to work with Code CI in identifying both cross-organizational and Code-unique mission requirements as well as in recommending information technology service and capability improvements across Headquarters. The CAC plays a key role in coordinating major Code CI initiatives approved by the Board of Directors.

Both groups provide important feedback on the adequacy of Code CI's IT service delivery and are key to code CI's success in implementing its bi-annual IT Tactical Plan.

**HEADQUARTERS INFORMATION and
COMMUNICATIONS DIVISION
CODE CI**

